

PX17

PX17 Attachment AC

Consumer complaints obtained from floor of the suite at
2011 Cherry Street

FEB.07.2014 08:06

#0916 P.001 /002

2-7-14

From: Cynthia Pascascio cell: [REDACTED]

SmileProline

Via fax 303-530-0771

Attached is the confirmation that I did call and spoke with someone and faxed to your office on 1-2-13 and the first call was not on 1-13 as the operator suggested. He is the same person I spoke with on 1-2 and on 2-4. I know because of his accent.

On 1-2-14 I called your company as there was a \$94.31 charge on my credit card posted on 12-11-13 which I did not authorize. In speaking with your customer service person, unfortunately I did not get a name, but this person is a male with a heavy accent and it sounded like the same person that I spoke with on 2-4-14, even though he denies it.

I was told to fax a copy of my statement showing the charges and I did, a copy is attached on which I noted the time and date and also attached is a copy of my confirmation that I fax my information on 1-2-14. On this same date I closed my account. You should be able to verify this information unless that person did not do his job; it should be notated on your notes. You can verify the date of fax and the date of the original call. I should not have to go thru all this.

A person by the name of Joe, or a name close to that did call me back within the 48 hours as requested but I did not call me back right away. You should be able to verify this too as all this should be noted on my account. I was told to mail the product back and I did that on 1-21-14 @2:35.

I found out today 2-4-14 that another charge was added to my credit card for \$105.22 posted on 1-10-14 more than the original charge. Of course I called to find out what the heck is going on. The person I spoke to tells me that I did not cancel until 1-13-14 when I spoke to "Joe" so I cannot be refunded, that is incorrect again I originally called on 1-2-14. The person I spoke to on 1-2 & 2-4 is a liar and a dishonest person he knows I called because he is the same person I spoke to on both occasions. Why would I not close my account when I called on 1-2-14 after seeing this charge what sense does that make? See attached that it was faxed on 1-2-13; all these conversations and the outcome should be notated on my account.

I have called my credit card company to start a dispute for this charge. I no longer have any of your products.

I am looking forward to a resolution to this matter in the form of a refund and a response within 48 hours.

I have no desire to deal with this company for any other purchase; you have dishonest people working for you.

Sincerely,

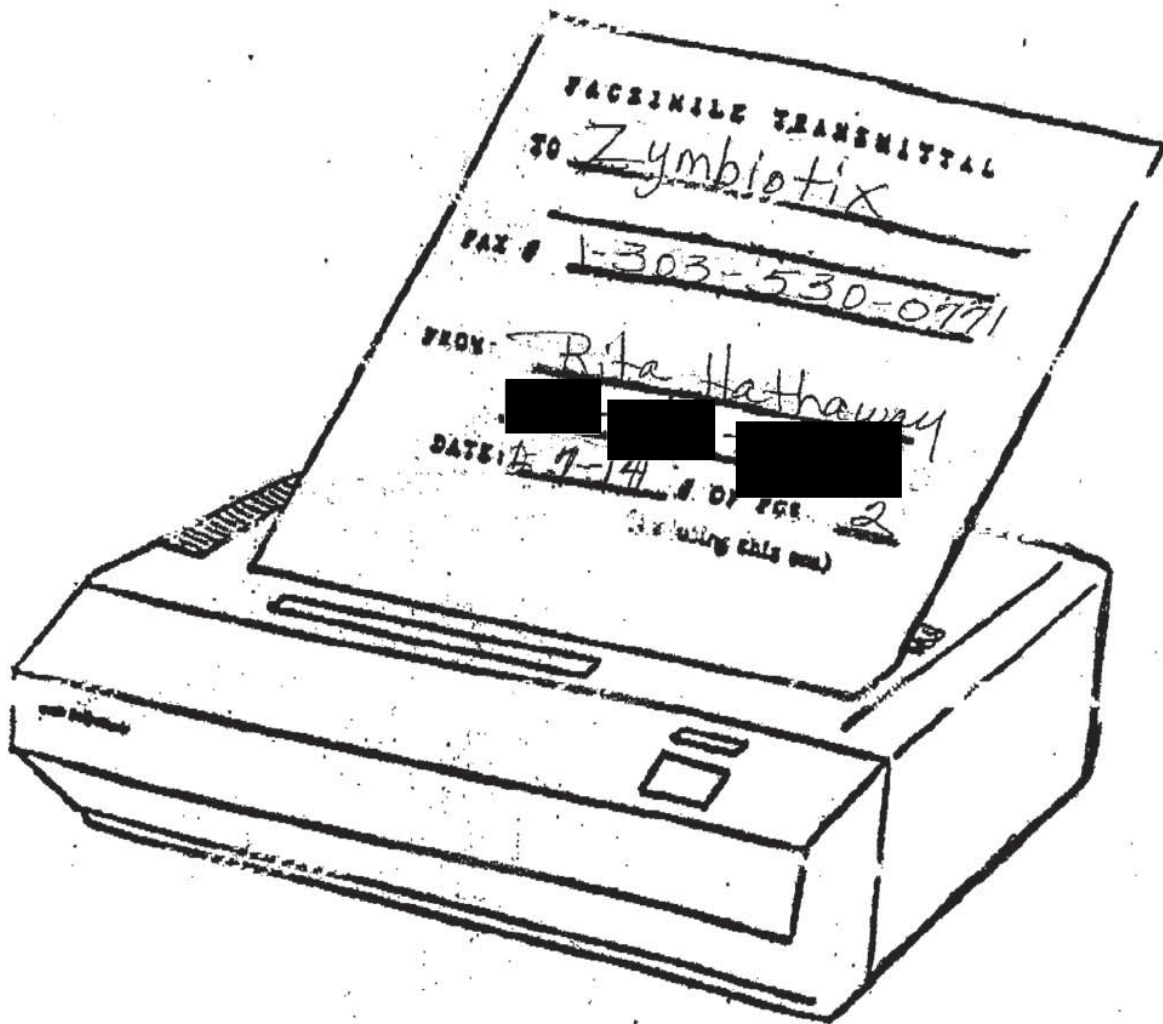
Cynthia Pascascio

Cell: [REDACTED] Wk: [REDACTED]

FROM :

FAX NO. :4

Feb. 07 2014 10:36AM P1



Thank you!
Please deposit my refund
into my Capital One Credit
Card acct.
Rita Hathaway
(Order # 171117)

Attention Aljun


I expect a full refund
+ overdraft charge.

This account was
cancelled one month ago
+ should not have come.

I will press charges if
not taken effect now!

CORE - Eastman Credit Union (235)

[Who's Who](#)
[Maintenance](#)
[Quick Inquiries](#)
[Collateral](#)
[Agreements](#)
[Print](#)
[Calculators](#)
[My Forms](#)
[System](#)
[Logout](#)


 Mary K. Hayden Member # 800253092 Share Account Number 12-44-2012
 TEL 227-614-1111 Member Since

Relationships

Person - Ritchie, J. Person - Ritchie, J. Person - Ritchie, J. Person - Hayden, M. Person - Hayden, M. Person - Hayden, M.

Card Transaction Detail

Print

Card Number	Card Sequence Number	Store and Forward	Yes
Card Holder	ISO Transaction Code(s)	Financial Advice (220)	
Transaction Type	Transaction Amount	69.85	
Response Code	Authorized Amount	69.85	
Reversal Reason	Fee Amount	0.00	
Advice Reason			

Accounts

From Account	To Account
Account Number	Account Number
Account Type	Account Type
Account Balance	Account Balance
Available Balance	Available Balance
External ZYMERON NONE	
NONXXXXXXXXXXXX	

Note: Balances represent the state of the account(s) at the time of authorization

Dates

Settlement Date	02-04-2014
Transmission Date / Time	02-04-2014 12:00:00 AM
Activity Date	02-04-2014
Local Date / Time	01-28-2014 82128

Acquirer / Network

Terminal Sequence	2310352
Trace / Audit	423283
Retrieval Reference	502310352
Network	Debit Network

Initializing background communication for sending stored batches ↑ PRODUCTION

23624 02-04-2014 839 Sherry Bradley 1113

2014/02/07 13:26:34

1 /4



Vantage West
CREDIT UNION

Vantage West Credit Union

8465 E. Broadway Blvd.

Tucson

AZ

85701

FROM

TO

Name: Star Olague

Phone: Fax: 13035300771

E-mail: Star.Olague@vantagewest.org

Sent: 2/7/14

at: 1:26:34 PM

4 page(s) (including cover)

Subject: Fraud Department!!!!!!!!!!

Comments:

4032 Central Ave.
Hot Springs, AR 71913
(501) 525-6530 Office
(501) 520-8361 Fax

Diamond Lakes
Federal Credit Union

FAX

To: _____ From: Susan
Fax: 1-303-530-0771 Pages: 2
Phone: _____ Date: 2-7-14
Re: _____

Urgent For Review Please Comment Please Reply Please Recycle

- Comments

12/25/13 12/25/13 POS Purchase; 9402 USPS 04520205712 AR LONSDALE USPS
04520205712229us

-3.14

02/03/14 02/03/14 Courtesy Pay Fee; 5499 SKINNYIQ ONLINE AVL BAL BEFORE W/D -32.00
36.71
02/03/14 02/03/14 POS Purchase; 5499 SKINNYIQ ONLINE NV HENDERSON SKINNYIQ -94.31
ONLINE US

Diamond Lakes
Federal Credit Union
4032 Central Ave.
Hot Springs, AR 71913

Susan Joplin
Head Teller
501-525-6530 ext. 3100

The Express

Copies Shipping & More!

complimentary fax cover sheet

408 Madison St. • Shelbyville, TN 37160
931.684.3977 Fax 931.684.1056

Date: 7-7-14

Number of pages 2 (including cover page)

TO:

Name:

Company:

Phone:

Fax:

FROM:

Name:

Company:

Phone:

Comments:

Attn: Avery

We also offer these additional services plus many more!

- ◆ High Speed Black and White Copying
- ◆ Full Service Printing
- ◆ Binding Services
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- ◆ Personalized Calendars
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- ◆ Private Postal Mailbox Rentals
- ◆ Wedding and Social Invitations
- ◆ FedEx and UPS Shipping
- ◆ Boxing and Packing Service



January 29, 2014

Anthony Charles Leslie
[REDACTED]

Account Number: [REDACTED]

Dear Anthony Charles Leslie:

Thank you for your recent call to our Contact Center regarding the above referenced account. Our records indicate that as of February 3, 2014, there has been no credit in the amount of \$70.00 from Blizzard White posted to the account.

At Regions, we believe relationships are built by understanding and meeting your financial needs. If you have any questions or need any further assistance, please feel free to contact us at 1-800-REGIONS (1-800-734-4667).

Sincerely,

A handwritten signature in cursive script that reads "Jacqueline D. Taylor".

Jacqueline D. Taylor
Relationship Banker

Banking products and services are provided by Regions Bank. Regions Bank is a division and trade name of Regions Bank. Member FDIC. Equal Housing Lender.

02/10/2014 09:04 7152944951

LUDVIGSON LAW

PAGE 01/02

LUDVIGSON LAW OFFICE

Facsimile

From: Ludvigson Law Office
PO Box 207
215 ½ N. Cascade St.
Osceola, WI 54020
Phone: (715) 294-4950
Fax: (715) 294-4951

To: First Class Whitening

Fax No. 303.530.0771

Re: refund

Pages:
2

Reply-

Urgent-

Review-

Comments:

CONFIDENTIAL

The information contained within this fax is confidential. Therefore, if this fax was received in error please destroy the contents.

02/10/2014 09:04 7152944951

LUDVIGSON LAW

PAGE 02/02

February 7, 2014

First Class Whitening System

SENT VIA FAX 303.530.0771

To Whom It May Concern:

I am writing to let you know what my experience with your company has been and it has not been a positive one.

I placed an order for a trial of your product. When I received the product I realized that it was not something that I wanted so I got on the phone and canceled my account. This was on January 7, 2014. I received an email confirming the cancellation and what to do to return the complete program. I followed the instructions, wrote the RMA number (158-603744) on the outside of the shipping package and took it to the post office very soon after. Earlier this week I noticed a charge on my bank account for \$95.06 to be paid to your company so I called your customer service number to get the charge removed. Unfortunately, I have been unable to locate the tracking number or the receipt from the post office which I have been told I need to have. All three of the customer service reps told me to call the post office and they would give me the tracking number. First of all, this is incorrect information; the post office is unable to do that and your reps should not be saying that. Secondly, I was told that unless I come up with the tracking number there is nothing that can be done. I understand that it was my responsibility to keep the tracking number but as I explained to your representatives, it is no where to be found. I find it hard to believe that someone could not contact the warehouse and find out when this package was returned to the address I was given and remove the charges. Am I the only customer who has called about this issue? Either way, it doesn't seem to be good customer service or good business practice.

I think I have been scammed and I am not happy about it. I would appreciate a complete refund. At the very least, I think that another trial and complete package that I have paid for and don't have in my possession, could be sent to me.

I look forward to hearing from you.

Rhonda Dunham
